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# (12) United States Patent Reed et al.

(54) MOBILE WIRELESS COMMUNICATIONS SYSTEM AND METHOD WITH CORRECTIVE ACTION RESPONSIVE TO COMMUNICATIONS FAULT DETECTION

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This patent is subject to a terminal dis-

claimer.

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(2013.01); *H04W 8/02* (2013.01) (58) **Field of Classification Search** CPC ........... H04W 24/02; H04W 8/02; H04W 4/02

See application file for complete search history.

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#### (57) ABSTRACT

A mobile device, wireless network and their method of operation provide fault handling in response to detection of a communications fault between a connected mobile device and the communications network. The communications network tracks location of mobile devices and stores performance data of connections between the mobile devices and the network. The performance data is referenced to expected performance data to determine whether a fault exists and a corrective action is suggested when the fault exists.

## 22 Claims, 90 Drawing Sheets

